REMARKS

In the final Office Action mailed August 28, 2007, all pending claims 1-24 stand rejected. In the Amendment above, claims 1-10 and 22-24 are canceled, claims 11 and 14-17 are amended, and claims 25-33 are added. Accordingly, claims 11-21 and 25-33 are pending. Applicants respectfully request reconsideration in view of the amendments above and the following remarks. The remarks below address the positions taken in the final Office Action of August 28, 2008.

Claim Objections

The objection of claim 1 is moot in view of the cancellation of claim 1.

Claim Rejections – 35 USC 102 and 103

Claims 1, 10, 11, 17, 18, 23 and 24 stand rejected under 35 U.S.C. 102(b) as being anticipated by Takaoka (U.S. 6,539116). The remaining depending claims 2-9, 12-16 and 19-22 stand rejected under 35 U.S.C. 103 as being unpatentable over Takaoko in view of various other references. Claims 1-10 and 22-24 are canceled by amendment above.

Independent claim 11 has been amended to define more particularly the subject matter sought to be protected. In particular, Applicants have added additional predicate elements in the claim that define the structure of the script that is being translated. The amendment of claim 11 adds no new matter. Support for the amendment appears in the specification as originally filed, for example, in Figures 2, 3A-3B and 5-6, and accompanying text. Dependent claim 14-16 have been amended above for consistency.

Applicants submit that independent claim 11, as amended, defines subject matter that is patentable over the prior art of record, as do pending dependent claims 12-21. For example, Takaoka does not disclose or suggest a method that includes the first two elements of the Applicants claim 11 as amended, namely "providing a call center script in a first language, wherein the scrip has multiple nodes that each includes one or more distinct script portions that are designed to be read by an agent to a customer during an interactive session with the

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customer, wherein <u>the script is designed so that only one node of the script is to be displayed at a time</u> during an interaction session with a customer," and "providing a <u>definition of a structure for the script for passage of control from one node to another node</u> during an interaction session with a customer, wherein <u>the passage of control from one node to another node causes the one node to no longer be displayed and the other node to be displayed</u>."

In addition, Takaoka does not disclose or suggest a method that includes, as set forth in the last element of Applicants claim 11 as amended, "providing a translation creation graphical user interface (GUI) that comprises a first screen area in which is displayed at least a part of the script in the first language, wherein the <u>first screen area includes multiple distinct script areas within each of which is displayed a different one of the distinct script portions of the script from at least two of the script nodes</u>, wherein the translation creation graphical user interface further comprises a second screen area that serves as a work area in which a translation of the call center application script in a second language is displayed, wherein the second screen area includes multiple distinct script areas that are each associated with one of the script areas of the first screen area and that each provide an area within which is provided a translation in the second language of the script portion displayed in the associated script area of the first screen area."

Neither Takaoka nor any reference of record renders the subject matter of Applicants' claim 11 obvious. For example, neither Takaoka nor any of the other references of record address the problem of prior solutions that is addressed by the subject matter of Applicants' claim 11. In particular, the claim 11 method provides a tool for translating a script having a particular structure type that past solutions have had the disadvantage of one or more script portions being inadvertently skipped during the translation process. This is because the script is of a structure that includes multiple nodes that are designed such that they are not to be displayed at the same time during an interaction session. In addition, the script has a control structure that passes control from one node to another, so that one nodes ceases to be displayed and another is displayed. Past tools, such as is described in Applicants' background section, required that persons creating a translation of the script navigate through the structure of the script and access each of the nodes to perform a translation of the script portion of that node. As set forth in Applicants' claim 11 as amended, Applicants' method aggregates and displays together in a first portion of the GUI script portions from multiple different nodes, and also provides a second area

for the translation of the script portions from different nodes of the script that are displayed in the first section of the GUI. As such, a tool is provided that minimizes the disadvantages of prior solutions, because script portions from multiple different nodes are displayed on the same translation tool GUI.

Accordingly, Applicants respectfully request that the rejection of claim 11 be withdrawn, as well as the rejection of pending dependent claims 12-21.

New Claims 25-33

Independent claim 25 and dependent claims 26-33 are being added. These claims are in Beauregard format, and parallel method claims 11-21. As such, Applicants submit that claims 25-33 should be allowed for the reasons discussed above in connection with claims 11-21.

Conclusion

Applicants submit that claims 11-21 and 25-33 are in condition for allowance, and requests that the Examiner issue a notice of allowance.

It is believed that all of the pending claims have been addressed. However, the absence of a reply to a specific rejection, issue or comment does not signify agreement with or concession of that rejection, issue or comment. In addition, because the arguments made above may not be exhaustive, there may be reasons for patentability of any or all pending claims (or other claims) that have not been expressed. Finally, nothing in this paper should be construed as an intent to concede any issue with regard to any claim, except as specifically stated in this paper, and the amendment of any claim does not necessarily signify concession of unpatentability of the claim prior to its amendment.
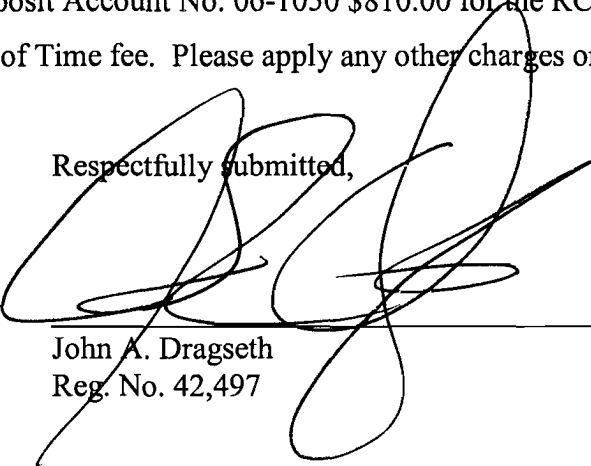
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Examiner is authorized to charge Deposit Account No. 06-1050 $810.00 for the RCE fee and $1,050.00 for the Petition for Extension of Time fee. Please apply any other charges or credits to deposit account 06-1050.

Respectfully submitted,

Date: 2/27/08

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